

ABDUL AZIZ

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Career Objective:

To work with a reputed organization in a challenging position where I can effectively contribute and develop my versatile skills ensuring my career growth along with the organizations growth.

Career Summary:

- Consistently offer professional, friendly and engaging service
- Greet, check in and settle guest accounts while ensuring all service standards are followed
- Assist guests regarding hotel facilities in an informative and helpful way
- Respond to each Guest who approaches the Reception Desk
- Follow department policies, procedures and service standards
- Follow all safety policies
- Other duties as assigned

Special Qualification:

- Computer literate in Microsoft Window applications required
- University/College degree in a related discipline an asset
- Must possess a professional presentation
- Ability to work well under pressure in a fast paced environment

Employment History:

Total Year of Experience : 9.2 Year(s)

1. **Front Office Supervisor (February 17, 2020 - Continuing)**

Best Western Plus Maple Leaf , Best Western Hotel & Resorts

Company Location : Uttara sector 1 , Dhaka

Department: Front Office

2. **Sr. Guest service agent (November 1, 2018 - February 17, 2020)**

The westin Dhaka, Marriott international

Company Location : Gulshan 2, Dhaka 1212

Department: front office

3. **Guest service agent/ acting shift leader (March 4, 2016 - October 30, 2018)**

Hotel Amari Dhaka,Onyx Brand.

Company Location : 47,Road-41 Gulshan-2.

Department: Front Office

4. **Service Express (May 3, 2014 - March 3, 2016)**

Hotel Amari Dhaka, Onyx Brand.

Company Location : 47, Road-41 Gulshan-2.

Department: Front Office

5. **Guest service agent (April 20, 2013 - April 20, 2014)**

Long Beach Hotel Ltd. Cox, s Bazaar

Company Location : Cox, s Bazaar

Department: Front desk

6. **Food & Beverage Associate (May 6, 2011 - April 20, 2013)**

Long Beach Hotel Ltd. Cox, s Bazaar

Company Location : Cox, s Bazaar

Department: Food & Beverage department

Duties/Responsibilities:

Academic Qualification:

Exam Title	Concentration/ Major	Institute	Result	Pas. Year	Duration	Achievement
Masters of business Administration	Management	University of Dhaka	CGPA: 2.69 out of 4	2016	-	-
Bachelor of Business Studies (B.B.S)	Commerce	National University	Second Class	2014	-	-
Diploma	Diploma in hotel Management	City @ Guilds. (London. UK) (External Program) [Foreign Institute]	pass	2011	2	distention
HSC	Commerce	Deoara Jahan Memorial college	CGPA: 3.5 out of 5	2010	2	-
SSC	Commerce	Karam Box Adarsha High school	CGPA: 3.63 out of 5	2007	10	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Front office	Opera Software : Software base work at Hotel Amari Dhaka (An ONYX Brand)	Hotel Amari Dhaka	Bangladesh	47, Road-41 Gulshan-2, Dhaka-1212	2014	3
Front office, F&B, kitchen	Food Preparation, Guest service.	Long Beach Hotel	Bangladesh	Cox, s bazaar	2011	6 Month

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Present Salary : Tk. 45000

Expected Salary : Tk. 55000
Preferred Job Category : Secretary/Receptionist, Hospitality/ Travel/ Tourism
Preferred District : Anywhere in Bangladesh.
Preferred Organization Types : Hotel, GSA

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	High
Hindi	Low	Low	Medium

Personal Details :

Father's Name : Abu Taher
Mother's Name : Jahanara Begum
Date of Birth : March 1, 1991
Gender : Male
Marital Status : Unmarried
Nationality : Bangladeshi
National Id No. : 19917514770000220
Religion : Islam
Permanent Address : Village- Padua,11 No Noruttampur P.O.- Karam box Bazaar P.S.- Noakhali, Kabirhat, Noakhali
Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Mohammad Maniruzzaman	Mr. Tarek Rahman
Organization	: The Westin Dhaka	Long Beach Hotel Ltd
Designation	: Manager , Front office	General manager
Address	: 47,Road-41 Gulshan-2,Dhaka-1212	14 kolatoli Road Cox,s Bazaar
Phone (Off.)	:	
Phone (Res.)	:	
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Relation	: Professional	Professional